






Mayor's Action Center
Service Level Attainment Compliance
April 2010

| Service Level Agreement | Target Performance | | Current Performance | |
|-------------------------|---|------------------|---|---|
| Speed to Answer Calls | < :20 | |  | In compliance with service levels |
| Abandon Rate | < 5% | |  | In compliance with service levels |
| Time on Call | < 2:30 | |  | In compliance with service levels |
| After Call Work | < :40 | |  | In compliance with service levels |
| Outbound Calls | >= 90% Outbound Call Rate for Service Closure | |  | In compliance with service levels |
| Top 5 Service request | Chuckhole (3133) | Animal (2097) | Weeds (1913) | Trash (1043) Abandon Vehicle (591) |